FAQs – ACN Digital Phone Service

General

1. **Can I order ACN Digital Phone Service if I live in a French territory outside of mainland France?**
   No, we are unable to deliver our service outside of mainland France.

2. **What do I need in order to benefit from ACN Digital Phone Service?**
   You will need the following to benefit from this innovative service:
   - A credit card for the initial order
   - A high speed Internet connection such as DSL or Cable, with a minimum upload speed of 128 Kbps (256 Kbps is recommended)

3. **How can I check the upload speed of my Internet connection?**
   You can check the upload speed of your Internet connection by following the link *http://eu-speed.acndigital.net/network-check.html*. In the 'Input your VoIP telephone number' field simply enter your current fixed-line telephone number and click on 'TEST' to determine your actual upload bandwidth speed.

   You can also confirm the upload speed by checking the contract you have with your Internet provider. Please note the speed specified will be the maximum upload speed and not the actual speed.

4. **Does ACN Digital Phone Service support fax machines and alarm systems?**
   ACN Digital Phone Service offers both audio and video communications. Fax service is not currently supported. Other services like alarm systems are not supported.

5. **Will ACN Digital Phone Service affect the performance of my Internet connection when using my computer?**
   You can make and receive voice calls while you use your computer to access the Internet, without it affecting your upload and download speed. You will, however, notice a decrease in speed during video calls. ACN uses advanced audio compression techniques to minimise the data traffic caused by calls and to maximise the bandwidth available for your other Internet traffic.

6. **If I already own another brand Videophone, can I use it with the ACN Digital Phone Service?**
   No.

Ordering Your ACN Digital Phone Service

7. **How do I place an order?**
   Placing an order is simple and convenient with our dedicated web portal via www.myacn.eu. Simply click on the 'Order Now' link on the home page.

   Please note, you will need to enter the Team ID of your ACN Independent Representative at the start of the ordering process.

8. **Is placing an order online secure?**
   Yes, our web portal is secured with an SSL Certificate which provides the highest level of security for your personal information and payment details.

9. **Can I order ACN's Digital Phone Service without the Videophone or order only the Videophone?**
   No.

10. **Can I order two Videophones with my ACN Digital Phone Service?**
    No, the ACN Digital Phone Service works with one Videophone. If you would like two Videophones, you will need to place two orders for ACN Digital Phone Service. Please note it is not possible for more than one service to have the same telephone number.

11. **Can I choose my own new number?**
    No, a number will be assigned for each ACN Digital Phone Service you order.

12. **Why do I still need to provide my current fixed-line telephone number in the ordering process?**
    Your current fixed-line telephone number determines the availability of ACN Digital Phone Service at your address and enables us to assign you a new number that corresponds to your location. This is important for Emergency Services so that they can still locate you should you need their assistance.

13. **Can I keep my current phone number?**
    Yes, although you cannot port your current fixed-line telephone number to the ACN Digital Phone Service, you should not deactivate your number as that will cancel your line rental and consequently affect your DSL service. Also, by not cancelling your number your current telephone service will remain active and people can continue to call you as before.

14. **If I cancel ACN Line Rental and order ACN's Digital Phone Service will I be charged a breaking fee?**
    You can cancel your ACN Line Rental in accordance with the cancellation period in the Terms & Conditions without incurring any additional fees.

15. **How long does it take to process my order?**
    After successfully completing the online registration process, you will receive your ACN Videophone within four to six working days.

16. **How will I know when my ACN Digital Phone Service has been activated?**
    An email will be sent to the email address you provided when you placed the order.

Installation & Settings

17. **How do I install the Videophone?**
    Refer to the **Quick Installation Guide** in the Customer Services section of www.myacn.eu for installation instructions. This Guide is also included with your Videophone.

18. **Do I need a router?**
    You don't necessarily need a router. You can connect the ACN Videophone between your Internet modem and computer. Refer to the **Quick Installation Guide** in the Customer Services section of www.myacn.eu for installation instructions. This Guide is also included with your Videophone.

19. **Can I connect more than one Videophone to the same telephone number?**
    Unlike standard phones, you cannot connect more than one Videophone to the same telephone number. You can, however, have multiple Videophones at the same location with different numbers on one account.

20. Can I use Data Cards (Prepaid Internet Access Cards) or Wi-Fi to operate my Videophone?

It is strongly recommended that you do not use Data Cards or Wi-Fi to operate your Videophone. Not only could they damage your Videophone but the bandwidth provided by a Data Card or Wi-Fi does not always provide a continuous signal, which significantly impacts quality and functionality. In addition, ACN cannot answer technical calls related to the use of these items when operating your Videophone.

21. How do I change the default language setting for my Videophone display?

To change the default language setting for the display, follow these simple instructions:

1. Press the Menu button on your ACN Videophone and select 'Settings'
2. Select 'System Settings'
3. Select 'Display' and scroll down to 'Language'
4. Select your preferred language
5. Press the Menu button again and confirm your language change by selecting 'Yes'

22. Can I use multiple phone handsets with ACN Digital Phone Service?

Yes, it is possible to connect multiple analogue telephones to the phone port of your Videophone.

Many of our customers use cordless phone systems that include a base unit and additional handsets. The base station of the cordless telephone plugs directly into the phone port of your ACN Videophone. Multiple handsets can be placed anywhere in the house.

Alternatively, you can purchase a multiple telephone socket extension connector, and then connect it to the phone port of your ACN Videophone. This will allow you to use multiple phones with your ACN Digital Phone Service.

23. If I use multiple phone handsets with ACN Digital Phone Service will all the phones ring?

Yes, all the phones connected to your Videophone will ring and can be answered.

Using Your ACN Digital Phone Service

24. How do I make a call with the Videophone?

Making a call with the Videophone is simple. Whether you are making a voice or video call, pick up the handset, dial the number and press the green handset button at the bottom right of your Videophone.

25. Can I make a call immediately after installing the Videophone?

Your Videophone may take up to 8 minutes before it is ready to use. During this time the system will perform an initial software update and connect to ACN's Digital Phone Service. The LCD screen will display a status as it moves through the process. When the process is complete, the registration light will turn green. It is important not to interrupt this process until it is finished to ensure that it is successful, and to prevent damage to your Videophone.

26. Can I turn off the Videophone by simply using the power switch?

To ensure any updates are completed successfully you must do the following before you switch off the power using the power switch:

1. Press and hold the "Caps" button ⇧ for approximately 5 seconds. The registration light will begin to flash.
2. A message informing you that the Videophone is ready to be turned off will appear on the LCD screen. You can now switch off the power using the power switch.

27. **What happens when I call people who do not have a Videophone?**
    Your Videophone works like a standard phone. You can therefore make and receive calls to numbers not connected to a Videophone as normal.

28. **Are there any numbers I cannot call with ACN Digital Phone Service?**
    The following numbers are currently unable to be called using Digital Phone Service:

    - Company network numbers starting with 085
    - Service numbers starting with 080 (except 0800; 0805, 08088 and 0809), 081, 082, 083, 088 or 089
    - Directory services starting with 118
    - Short service numbers starting with 32, 36 and 39.

29. **Can I use my computer while I'm on the phone?**
    Yes. ACN Digital Phone Service uses your Internet connection and not your computer. Should you experience a lower video quality, you can try to improve the quality by not making video calls at the same time as using your computer to access the Internet.

30. **How do I know if my ACN Digital Phone Service is unavailable?**
    You can determine service availability by checking the Register light on your ACN Videophone. If the light is on and you are still unable to make and receive calls try switching your Videophone off and then on, wait for the Register light and then try to make and receive calls (using more than one number to make calls). In addition you should also check that you have correctly installed your Videophone and that the cables are securely connected.

Features

31. **Is there a Voicemail service?**
    Yes. ACN Digital Phone Service offers all the standard features of a traditional phone service including voicemail. But why leave a voicemail when you can leave a videomail?! The ACN Digital Phone Service and Videophone allows you to send and receive videomail. For more information refer to the **Video Greeting & Video/Voicemail Guide** in the Customer Services section of www.myacn.eu.

32. **Does the ACN Digital Phone Service offer Call Barring?**
    Yes, you can bar calls from being made to premium numbers by contacting ACN Customer Services.

33. **Does the ACN Digital Phone Service offer the standard calling features like Call Waiting, Number Display and Call Forwarding?**
    Yes. ACN Digital Phone Service offers all the standard features of a traditional phone service including:

    - Call Waiting
    - Number Display
    - Call Forwarding
    - Call Hold
    - 3-Way Calling (Audio Conference)
    - Voicemail
    - Last Number Redial
    - Speed Dial

34. **How do I set up Speed Dial?**
    To set up Speed Dial enter *74, followed by a Speed Dial code (one-digit number), then enter the telephone number you would like to associate with that number and press #. To call the number, simply enter the corresponding one-digit Speed Dial code and press #.

35. What additional features can I benefit from?
You can benefit from the following additional features:

- Digital Photo Frame
- Video & Audio Output – connect your Videophone to an LCD screen and external speakers
- Video Greeting - record your own video message to greet people when you are not home or unable to answer your calls
- Videomail

For more information refer to the **User Manual** and **Video Greeting & Video/Voicemail Guide** in the Customer Services section of www.myacn.eu.

36. What are ACN-2-ACN calling benefits?
With the benefits of ACN-2-ACN calling you can enjoy unlimited voice and video calling with all ACN Digital Phone Service customers worldwide without paying anything extra. This amazing benefit is included in the monthly fee for the service.

Billing & Payment

37. Is there an additional charge for making or receiving a video call?
No.

38. Does ACN offer electronic or paper invoicing?
ACN offers electronic invoicing. You will be notified by email as soon as your monthly invoice is available, with a link to where it can be viewed online.

39. What invoice formats do you offer?
You can select one of the following invoice formats when placing your order:

- Itemised - all calls made are displayed, including time, duration and number dialled
- Non-Itemised

40. Can I rent a Videophone?
No, but we offer the flexibility of two payment options. You can choose to pay for your ACN Videophone upfront and receive a discount on the monthly fee for the service. Or you can choose to receive a discount on the upfront payment for your ACN Videophone, and pay the full monthly fee for the service during the first year.

41. What payment options can I choose for the monthly service fee?
You can choose to pay for your monthly service fee by credit card or direct debit.

Your ACN Account

42. How can I change my account details or manage my service options?
Contact ACN Customer Services for all changes and management of the following service options:

- Activate the Number Display, Anonymous Call Rejection, Call Waiting and Call Barring features
- Activate and manage your Call Forwarding options

43. How can I contact ACN Customer Services?
You can contact ACN Customer Services by calling freephone 0805 025540 (Mon-Fri, 08:30-19:00).